The License and Theft Bureau



Proudly Serving North Carolina Since 1921 2012

ANNUAL REPORT

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An Internationally Accredited Law Enforcement Agency

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The mission of the DMV License and Theft Bureau is to enforce all State and Federal laws; which regulate motor vehicle operations, sales, inspection maintenance, and auto theft, and conduct investigations that prevent frauds, impositions, and other abuses upon the citizens of the state of North Carolina.

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AGENCY OVERVIEW

Operating under the umbrella of the North Carolina Department of Transportation's Division of Motor Vehicles, the License and Theft Bureau was created in 1921 by the North Carolina General Assembly. It is the oldest state law enforcement agency in North Carolina. The License & Theft Bureau swore in the first nine State Law Enforcement Officers to combat the rising increase in stolen Model T Ford motor vehicles of that era. The Bureau now employs more than 260 sworn and civilian personnel to combat a vehicle theft market that is estimated to cost U.S. consumers more than \$8 billion annually.

Name Changes Over the Years

1921-Automobile Inspectors-Secretary of State

1923-Theft Bureau-Department of Revenue

1941-Theft Bureau-Department of Motor Vehicles

1952-License & Enforcement Division

1965-License & Safety Inspection Division

1969-License & Theft Division

1972-License & Theft, Division of Motor Vehicles, Department of Transportation

1973-Enforcement & Theft Bureau

1975-License & Theft Bureau

1982-License, Theft & Weight Enforcement

1985 - NCDMV Enforcement Section, Division of Motor Vehicles, Department of Transportation

2003 to Present - License & Theft Bureau

Law Enforcement Authority and Responsibilities

North Carolina General Statute 20-49 authorizes members of the License and Theft Bureau to enforce all applicable laws contained within Chapter 20 of The North Carolina General Statutes and gives the law enforcement members their arrest powers. The primary responsibilities of the members of the License and Theft Bureau include vehicle theft: title fraud, driver license/I.D. fraud, vehicle inspection fraud and vehicle odometer fraud. They also enforce the rules and regulations governing vehicle dealers, vehicle safety and emissions inspection stations, vehicle towing and storage facilities, and vehicle repair businesses. The agency has also been charged with inspecting and classifying antique and custom vehicles when they are presented for titling. The Bureau is committed to providing excellent service to the North Carolina citizens and visitors.

The License and Theft Bureau is an assisting member of the State Emergency Response Team which includes assisting the Federal Emergency Management Administration of the Department of Homeland Security, state, and local authorities by providing humanitarian relief to victims and ensuring security to disaster areas. Bureau agents also assist local law enforcement by carrying out routine police duties to supplement disaster efforts during a declared state of emergency.

Guiding Principles

The DMV License and Theft Bureau's mission statement formally recognizes the agency's commitment to duty: To serve the interests of the citizens of North Carolina and to enforce the laws that ensure regulatory standards are met in the motor vehicle industry. The Bureau must be recognized as a section with an especially high sense of responsibility to the public and the Department of Transportation. Understanding that employees are our most valuable asset and the single-most important component in achieving this recognition, the management of the DMV License and Theft Bureau will lead by example to ensure that officers and employees are:

- ethical, honest, and trustworthy;
- highly qualified professionals whose integrity is beyond reproach;
- available to the customers;
- good customer servants; and
- good stewards of the state's resources.

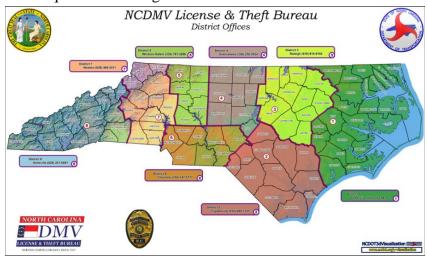
Each unit manager and supervisor of the DMV License and Theft Bureau is committed to promoting and enforcing an ethical culture in which the energized organization accomplishes its mission and performs at a high level.

Geographical Jurisdiction

The License and Theft Bureau has statewide jurisdiction; therefore, it is organized into functional areas consisting of DMV Headquarters, eight district offices, and their respective components.

District Locations

Headquarters – Raleigh



District I – Greenville
District II - Fayetteville
District III – Raleigh
District IV – Greensboro
District V – Winston-Salem
District VI – Charlotte
District VII – Newton
District VIII - Asheville

Bureau Goals

Long Term Goals:

- Create and maintain an environment in which all employees are held personally and professionally accountable for their actions, regarded as experts in the motor vehicle law enforcement field, and valued by others in the law enforcement industry.
- Be the desired law enforcement employer in North Carolina by implementing recruitment, hiring and retention strategies that will result in a more competitive and culturally diverse applicant pool.

Short Term Goals:

- Create and maintain an environment that supports open communication, ensures consistent application of policy and procedure, and builds enduring relationships with our internal and external customers.
- Ensure compliance of all State and Federal laws pertaining to vehicle inspection and maintenance, which are designed to improve highway safety and North Carolina's air quality by reducing mobile source air pollution.
- Continue to evaluate the use of technology in the safety/emissions inspections and maintenance program.
- Implement activities that support and enhance the cultural diversity of the organization.
- Develop and implement activities that improve the safety and security of the License and Theft Bureau employees, as well as the general public.

CRIME AND PROGRAM ANALYSIS

The Crime and Program Analysis detects emerging crime patterns that the License and Theft Bureau observed during the calendar year 2012, which will be taken into consideration as the agency prepares for future strategic planning. Listed below are the areas identified by the ID/Fraud and Inspections Units as the major concerns for the Bureau.

ID/FRAUD UNIT

The ID/Fraud Unit is comprised of the Fraud Lab and the Vehicle Examination Section. The Fraud Lab supports federal, state, and local law enforcement agencies in the identification of unknown criminal suspects by using the Division's facial recognition software. In addition, the ID/Fraud Unit provides investigative and administrative support to internal members of the Division and external law enforcement agencies by serving as the repository of all investigations conducted by the division.

The Vehicle Examination Section supports the Division's field inspectors with proper identification and classification of motor vehicles that are thirty-five model years old or older which have not been previously registered in the State of North Carolina and vehicles that are specially constructed. The process ensures correct classification (antique or custom-built) of a vehicle while protecting North Carolina consumers against misrepresented vehicles entering into our state. This procedure also provides a second level of detecting stolen vehicles and essential parts. In 2012, members of the ID/Fraud Unit reviewed 7045 antique vehicles and 580 custom-built vehicles in accordance with North Carolina General Statute 20-53.

In 2012, the members of the ID/Fraud Unit examined over 191,830 titles to ensure authenticity of the documents. From the titles examined, more than 22 altered and/ or counterfeit titles were identified, an increase from those identified in 2011. Several factors likely contributed to the increase, including: additional states added to the reviewed list, continued troubled economic times, advanced detection skills by Bureau members, and the continuing efforts of the members of the ID/Fraud Unit.

The ID/Fraud Unit conducted over 434 facial recognition searches in 2012 to assist with internal and outside law enforcement agencies' criminal investigations. The ID/Fraud Unit has assigned over 776 total investigations to field agents. Of the 776 total investigations, 484 of them were driver license and identification card cases. The remaining 282 consisted of auto dealer, license plate agency, notary, odometer, title, vehicle registration, motor vehicle theft, stolen vehicle recovery, and special investigations. These investigations were generated by varying methods, including customer contact, outside agency referral, and self-generated by ID/ Fraud Unit members. In 2012 the ID/Fraud Unit also reviewed 2706 indemnity bonds in accordance with North Carolina General Statue 20-76.

INSPECTIONS UNIT

The License and Theft Bureau has been designated by the North Carolina General Assembly as the lead law enforcement agency in regulating the State inspection program. General Statute 20-183.7 and 20-183.8 affords the members of the License and Theft Bureau the ability to charge criminal and civil penalties to inspection stations, station owners, inspector-mechanics and vehicle owners who violate the provisions of the statute. When a violation occurs, the station often will be charged civilly and the inspector-mechanic and/or stations owner criminally. However, both the station, Inspector-Mechanic and/or station owner may be charged civilly, but the inspector-mechanic and the station owner may not be charged both civilly and criminally for the same violation. In 2012, members of the License and Theft Bureau conducted 34,222 emission and safety inspection investigations. (Total cases do not include regulatory duties performed by the Bureau, i.e. station and inspector-mechanic audits, issuance of waivers and exemptions, covert audits and civil penalty collections.) Program data revealed that 173 felony and 2,935 misdemeanor charges were cited, along with 318 Type 1 civil violations, 568 Type 2 civil violations and 4 Type 3 civil violations. The issues identified during these investigations as future concerns include:

Type 1 Civil Violations

A Type 1 civil violation is defined as a violation of a serious nature that directly affects the safety or emissions reduction benefits of the inspection program. Offenses of this type include using a test-defeating strategy to issue an inspection authorization to a vehicle that would otherwise fail the test, issuing an inspection authorization without conducting an inspection, or allowing a person who is not licensed as an inspection mechanic to conduct the test. The Division has experienced an overall reduction in violations of this type. This reduction can be attributed to increased enforcement activity and the subsequent reduction or removal of offenders from the inspection program. Based on this analysis, no changes to our operating procedure are recommended at this time.

Type 2 Civil Violations

A Type 2 civil violation is defined as a minor violation that reflects negligence or carelessness in conducting an inspection or complying with the inspection requirements, but does not directly affect the safety or emission reduction benefits of the inspection program. Offenses of this type include passing a state-owned covert vehicle that has been intentionally tampered with, issuing the wrong type of inspection authorization to a vehicle or charging a fee that differs from what is mandated by statute. The Division has experienced an overall reduction in violations of this type. This reduction can be attributed to enhancement of our reporting and monitoring capability. Based on this analysis, no changes to our operating procedure are recommended at this time.

Type 3 Civil Violations

A Type 3 civil violation is defined as a technical violation that does not meet the definition of a serious violation, a minor violation or another type of offense covered by statute. Offenses of this type include failing to post inspection licenses issued by the Division, failing to put required information on an inspection receipt, and failing to send information to the Division as required. The Division has experienced an overall reduction in violations of this type. Based on this analysis, no changes to our operating procedure are recommended at this time.

<u>Criminal Inspections Violations</u>

The Division conducted 9,633 criminal investigations for inspection violations in 2012 compared to 16,067 investigations the previous year. Of those investigations, 3,108 (32 percent) resulted in felony, misdemeanor or infraction charges. The overall decrease in investigations of this type can be attributed to enhancement of enforcement activities and investigatory capabilities. Anomalies of inspection violations are more readily apparent and being assigned for investigation. Based on this analysis, no changes to our operating procedure are recommended at this time.

Office of Professional Standards Report

The Office of Professional Standards is comprised of the Training, Accreditation, and Internal Affairs Units. Members of Professional Standards are responsible for enforcing Chapter 20, ensuring compliance of policy and procedures and research development to meet the standards of the Commission on Accreditation for Law Enforcement Agencies, Inc. Members are also responsible for the development and implementation of assigned training programs to include classroom and on-the job training designed for new employees, in-service training courses, and training for current employees required due to changes in laws, polices, rules and regulations.

The Office of Professional Standards ensures that the License and Theft Bureau exemplifies the highest level of integrity and competence by responding appropriately to complaints from employees and the general public, throughout all one hundred North Carolina counties. As such, the Office of Professional Standards contacts and interviews complainants, witnesses, and accused members to determine case facts and conduct thorough investigations. Substandard conduct in the performance of duty will occasionally occur and the corrective action to restore and maintain high standards must be taken promptly; thus, it is vital that members of the License and Theft Bureau be fully aware of corrective measures and penalties for misconduct and the procedures for enforcing them. Failure to follow policy consists of any violation of administrative rules, directives or policies and procedures by a License and Theft Bureau employee.

Investigations

In 2012, the Office of Professional Standards conducted 12 investigations involving 9 members of the License and Theft Bureau, plus 3 members of DMV. The new investigations consisted of ten violations of "general rules of conduct" and two violations of "job performance."

Internal Investigations - 2012

Total New Complaints Investigated	12
Total Employees Involved	9
Range of Length of Investigation	1-38 Days
Average length of Investigation	12 Days

Internal Investigations

	2011	2012	Percent Change
Internal Investigations	10	9	-10%

Violations

Total Internal Investigations	2011	2012	Percent Change
Conduct Unbecoming	9	10	11%
Job Performance	2	2	0%

Investigative Findings

Findings	2011	2012	Percent Change
Sustained	8	12	50%
Unfounded	0	0	0%
Not Sustained	3	0	-100%
Exonerated	0	0	0%
Referred	0	0	0%
Closed Due To Unavailability	0	0	0%

Internal Actions for Founded Violations

Internal Actions	2011	2012	Percent Change
Dismissal	0	2	200%
Demotion	0	1	100%
Suspension	2	2	0%
Transfer	0	*1	100%
Written Counseling	1	0	-100%
Written Warning	3	0	-100%
Resignation	3	7	133%
No Action Taken	2	0	-100%

^{*} One individual was suspended and transferred, causing the actions for 2012 to be greater than the total number of investigations for that year.

Analysis

The License and Theft Bureau saw a 20% increase in the total number of new investigations conducted by the Office of Professional Standards throughout DMV; however, this includes other units of DMV and not just the License and Theft Bureau. The License and Theft Bureau actually observed a 10% decrease in the total number of new investigations conducted. The investigations of the 12 employees resulted in findings of twelve "sustained." The actions taken by Bureau management were two dismissals, one demotion, two suspensions, one transfer, and seven voluntary resignations.

A rising trend was observed among "rules of conduct" violations during the 2012 reporting year. In an effort to reduce these violations, the Bureau will continue to emphasize agents' responsibilities and rules of conduct governing relationships with dealers and the public during In-Service Training.

Internal Inquiries

The purpose of an internal inquiry is to investigate minor offenses. During the internal inquiry, if the allegations being investigated are found to be more serious than the original allegations or additional allegations are uncovered, the internal inquiry is elevated to the level of an internal investigation.

In the year 2012, the Office of Professional Standards conducted 28 internal inquiries involving 26 members of the License and Theft Bureau and two members of the Division of Motor Vehicles. Of the 26 inquiries into the conduct of License and Theft Bureau employees, nineteen (19) were violations of "general rules of conduct" and seven (7) were job performance. The investigative finding of the 26 inquiries conducted resulted in finding of fifteen "unfounded," seven "substantiated," and four "unsubstantiated." To reduce these violations, the Bureau will continue to emphasize agents' responsibilities and rules of conduct during In-Service Training.

Internal Inquiries - 2012

Total Complaints Investigated	28
Total Members Involved	26
Range of Length of Investigation	1-29 Days
Average length of Investigation	9 Days

Internal Inquiry Findings

Findings	2012
Unfounded	15
Exonerated	0
Substantiated	7
Unsubstantiated	4

Use of Force Report

During the year 2012, the Office of Professional Standards reviewed six incidents of use of force. The six incidents reported to the Office of Professional Standards involved the use of less than lethal force and complied with General Statute 15A-401(d)(1). As observed on the charts below, two incidents required the use of soft hand techniques by a License and Theft Bureau agent to subdue a resisting suspect. Four incidents of less than lethal force were by agents pointing their duty weapon at a suspect while giving verbal commands to the suspect in order to affect an arrest. No incidents were reported involving lethal force in compliance with General Statute 15A-401(d) (2).

Use of Force – Lethal/Less than Lethal

	2011	2012	Percent Change
Cases Reviewed	9	6	-33%

Use of Force – 2012

Type of Less Lethal Force Used	2012
Soft Hand Techniques	2
Pointing Duty Weapon with Verbal Commands	4

Analysis

There was a 33 percent decrease from 2011 to 2012 in the use of force report cases reviewed, further indicative of a downward trend since 2010, when use of force reports showed a decrease of 25 percent from 2010 to 2011. Six cases were reviewed during 2012 and all six incidents were determined to be in compliance with DMV License and Theft policy. It is important to note, from the six incidents reported by agents, there were no reported incidents of injuries to civilians or agents, nor were any complaints received involving the use of force. No suspects received, nor requested, medical treatment due to the use of force by an agent of the License & Theft Bureau. Additionally, use of force review is conducted annually and use of force and less lethal training is conducted biannually, along with firearms during In-Service training. No further action is required at this time. Bureau management will continue to monitor these reports to ensure that corrective action will be taken, if necessary.

Extraordinary Vehicular Operations

The Office of Professional Standards reviewed seven occurrences of extraordinary vehicular operations, which represents a 100 percent increase from 2011 to 2012 in extraordinary vehicle operation cases reviewed. One extraordinary vehicle operation occurred when a subject fled upon the service of warrants; four occurred during a traffic stop; one occurred while assisting the State Highway Patrol; and one occurred as a response to shots fired (discharge of a firearm) within city limits.

Extraordinary Vehicle Operation

	2011	2012	Percent Change
Cases Reviewed	4	7	75%

Analysis

The License and Theft Bureau saw a 75 percent increase in the number of extraordinary vehicle operation incidents in 2012. The observed increase in the number of extraordinary vehicle operations is primarily due to the sharp increase in careless & reckless/speeding violations,

where the subject was traveling speeds in excess of 25 miles per hour over the posted speed limit for a given area. In these incidents, flight to elude authorities is more likely, as consequences for the offenders are much greater once apprehended. It is important to note that there was 1 accident which was caused by a vehicle not involved in the pursuit; however, no injuries were reported in any of the seven incidents. This can be attributed to driver training being provided biannually during In-Service Training. Based upon this review, no further action is required at this time.

After a review of all seven incidents, this office concludes that the agents involved acted within the boundaries of statutory law, as well as License and Theft Bureau policy and procedures. There was no violation of DMV License and Theft Bureau policy discovered in the review of these incidents. These procedures will be reviewed in 2013 In-Service Driving Training.

RECRUITMENT ACTIVITY

The Bureau's recruitment program was established to create and deliver recruitment opportunities to promote the License and Theft Bureau to the most qualified applicants. Creating a broad, diverse pool of highly qualified applicants is essential for the N.C. License and Theft Bureau to be the premier investigative agency for motor vehicle operations, sales, auto theft and driver license fraud investigations. The recruitment of highly qualified applicants to fill position vacancies within the License and Theft Bureau is the primary responsibility of the assigned recruitment coordinator and district recruiters, assisted by all Bureau members.

The goals of the License and Theft Bureau recruitment efforts are to fill all positions within 120 days from the vacancy date, to seek out qualified applicants by continuing to develop and improve the recruitment process, and to seek out a diverse work force within the sworn ranks that represents the demographic workforce composition of the community that is served. These goals can be achieved by recruiting under-represented classes by establishing liaisons with community colleges, BLET Programs and Universities within each district. Additionally, district recruiters are encouraged to schedule presentations and distribute information at institutions with high populations of minorities, and at other venues such as career fairs, where potential qualified applicants may be identified.

Nearly two years ago, the Bureau implemented a continuous posting process that allows the agency full access to the most qualified applicants throughout the year. Hiring postings run for six months at the time. This change from the shorter posting time of ten days allows the agency sufficient time to examine the available workforce throughout the year and it allows administration adequate time to fully examine all aspects of each applicant to ensure that the most qualified candidates are selected. The Bureau chose to utilize two posting periods, which run for a total of approximately six months. One period, within the January to June time frame is expected to fill a fall basic training academy, while a second time frame after July is expected to accommodate a spring basic training academy. Since implementing this process, the Bureau has observed a noticeable increase in the number of applications received. It is likely that these increases will begin to level off with time, as can be observed in the charts on the following page.

LE Agent Applications Accepted 2011

Gender	White	Black	Asian	Hispanic	Other	Didn't Report	Total by Gender	Percent By Gender
Male	2108	1015	25	156	45	50	3399	77%
Female	388	561	0	20	0	60	1029	23%
Total By Race/Ethnicity	2496	1576	25	176	45	110	4428	
Percent By Race/Ethnicity	56%	36%	1%	4%	1%	2%		

LE Agent Applications Accepted 2012

Gender	White	Black	Asian	Hispanic	Other	Didn't Report	Total by Gender	Percent By Gender
Male	1274	767	46	87	47	0	2221	62.5%
Female	498	762	10	46	16	0	1332	37.5%
Total By Race/Ethnicity	1772	1529	56	133	63	0	3553	
Percent By Race/Ethnicity	49.9%	43.0%	1.6%	3.7%	1.8%	0.0%		

Analysis

While the overall number of applications decreased from 2011 to 2012 by 875, an overall 20 percent decrease, the Bureau observed an increase in nearly all minority/underrepresented classes. With the exception of White and Hispanic populations, each category increased. Applications received by Hispanic population totals decreased by 2 thousandths of a percent, while White population totals decreased by 6 percent. Notable increases occurred among all female applicants, particularly Asian Female applicants, which observed a 100 percent increase; Hispanic Female applicants, which observed a 130 percent increase; Black Female applicants, which observed a 28 percent increase.

The Bureau will continue to make strides in these areas and hopefully demonstrate greater interest among these and other minority populations in the coming years. Liaisons with Community College, BLET Programs and universities, along with presentations to underrepresented demographic areas should create interest among target populations. Consistent efforts in these areas are expected to yield a more diverse pool of applicants, which should make

the Bureau more competitive in a field that is defined by its pursuit of excellence.

GRIEVANCE AND DISCIPLINARY ACTION ANALYSIS

The License and Theft Bureau is a component of the Division of Motor Vehicles and comes under the umbrella of the North Carolina Department of Transportation. The NCDOT is an equal opportunity employer and offers its employees options to grieve disciplinary actions that arise out of or due to employment issues as outlined under N.C.G.S. 126-34. The grievance procedures are designed to allow and encourage the resolution of all employees' grievances at the lowest level in the organizational structure as quickly as possible and with minimal disruption to the work cycle. Grievances filed through the NCDOT Director of Human Resources are reviewed and a decision made by the Office of Employee Relations and the Secretary of Transportation. If an employee is not satisfied with the decision made by the Office of Employee Relations and the Transportation Secretary, they have the right to appeal in writing to the Office of Administrative Hearings for a review and final decision. A career, current or former state employee who has reason to believe that he or she has been denied a promotion, transfer, or training because of a discriminatory action or that demotion, layoff, transfer, or termination of employment was forced upon them in retaliation for opposition to alleged discrimination may appeal directly to the State Personnel Commission by filing a petition for a contested case hearing directly with the OAH or file a law suit in federal court.

Grievances

The Agency has observed an overall decrease in the number of grievances filed from 2011 to 2012 by 25%. All three grievances were based upon disciplinary actions. Two of the three grievances were dismissed by the petitioner, due to a settlement agreement. The final petition was resolved in favor of the Agency and later appealed to the Office of Administrative Hearings. That case is still pending.

Grievance Issue

Issue	2011	2012	Percent Change
Denial of Promotion	2	0	-100%
Disciplinary Action	0	3	+300%
Demotion (Non-Disciplinary)	0	0	0%
Transfer-Mileage	0	0	0%
Denial of Transfer	0	0	0%
Job Performance	0	0	0%
Discrimination	2	0	-100%
Retaliation	0	0	0%
Total	4	3	-25%

Location of Filing

Location	2011	2012	Percent Change
NCDOT Office of Employee Relations	2	2	0%
Office of Administrative Hearings	2	1	-50%
Federal Court	0	0	0%
Total	4	3	-25%

Grievance Final Disposition

Disposition	2011	2012	Percent Change
Ruling in Favor of Agency	7*	0	-100%
Ruling Against Agency	1*	0	-100%
Pending	0	1	+100%
Not Grievable Issue	0	0	0%
Petitioner Dismissed Due to Settlement Agreement	1*	2	+50%
Petitioner Dismissed Due to Dropping of the Case	0	0	0%

^{*} Seven cases pending in 2010 were disposed of in 2011 – inflating the number of dispositions in 2011.

Analysis

The overall number of grievances filed from 2011 to 2012 has decreased by 25 percent. In 2012, three petitioners filed grievances based upon disciplinary actions. In one case, the petition was ruled in favor of the Agency and the case was appealed to the Office of Administrative Hearings. That case is still pending. In two of the cases, petitioners dismissed due to a settlement agreement. At this time, no further action is required. The Agency will continue to review grievance cases with DOT Employee Relations and legal staff to ensure that corrective action will be taken, if necessary.

Disciplinary Actions

The License and Theft Bureau saw a fourteen percent increase in disciplinary actions from 2011 to 2012. Based on the sixteen disciplinary actions that were imposed on Bureau members, ten resulted in written warnings, four were suspended without pay, one was demoted and one was dismissed.

Actions

Action	2011	2012	Percent Change
Disciplinary Actions	14	16	+14%
Non Disciplinary Actions	0	0	0%
Grievances Filed	0	3	+100%

Disciplinary Actions

Consequences	2011	2012	Percent Change
Written Warning*	11	10	-9%
Suspended Without Pay	3	4	+33%
Demotion	0	1	+100
Dismissal	0	1	+100

Analysis

A review of our agency records revealed that the N.C. License and Theft Bureau had sixteen disciplinary and no non-disciplinary actions in 2012 compared to 14 in 2011, resulting in a fourteen percent increase in actions. Of the sixteen actions, ten were written warnings, four were suspended without pay, one was demoted and one was dismissed. Only one of the actions, a dismissal, resulted in a grievance being filed. The finding was for the Agency; however, the case is pending an appeal to the Office of Administrative Hearings.

Since 2009, the number of Disciplinary Actions has decreased on average by 8 percent, with the only increase occurring in the 2012 reporting year, as indicated above. Based upon this analysis, no changes to our operating procedure are recommended at this time.

Enforcement Activity

The License and Theft Bureau law enforcement agents are criminal investigators who enforce all North Carolina criminal laws. Their primary duties are the enforcement of all applicable laws contained within Chapter 20 of the North Carolina General Statutes.

Bureau Arrest Statistics – 2011

						Total by	Percent By
Gender	White	Black	Asian	Hispanic	Other	Gender	Gender
Male	1126	355	9	221	94	1805	85%
Female	138	114	2	57	11	322	15%
Total By							
Race/Ethnicity	1264	469	11	278	105	2127	
Percent By							
Race/Ethnicity	59%	22%	1%	13%	5%		

Bureau Arrest Statistics – 2012

Gender	White	Black	Asian	Hispanic	Other	Total by Gender	Percent By Gender
Male	925	353	13	279	102	1672	84%
Female	126	94	2	79	7	308	16%
Total By Race/Ethnicity	1051	447	15	358	109	1980	
Percent By Race/Ethnicity	53%	23%	1%	18%	6%		

The arrest numbers shown above were pulled from the LTCASE reporting system. They reflect the number of custodial arrests, not the actual number of charges by the agency. The custodial arrests do not include traffic citations, infractions and other charges which do not reach the level warranting central case entry. From 2011 to 2012, arrests have decreased by seven percent, as observed on the two previous charts.

According to the daily activity reporting system, a total 20,832 charges, which represents 16,996 misdemeanor charges and 3,836 felony charges, were filed during 2012, which represents a 78 percent increase in felony charges and a 22 percent increase in misdemeanor charges in 2011. This number includes multiple charges for individual arrests, warrants obtained and served by other agencies, as well as the issuance of citations.

Bureau Traffic Stops Initial Purpose by Sex, Race & Ethnicity – 2012

Purpose	Gender	White	Black	Native	Asian	Other	Total By	Hispanic	Non	Total By
Oh - also sist	-	40	-	American	4	40	Race	40	Hispanic	
Checkpoint	F	16	7	0	1	10	34	13	21	34
Checkpoint	М	33	26	0	0	27	86	30	56	86
Driving While Impaired	F	0	1	0	0	0	1	0	1	1
Driving While Impaired	М	3	1	0	0	1	5	1	4	5
Investigation	F	27	12	0	0	7	46	16	30	46
Investigation	M	48	17	1	0	17	83	33	50	83
Other Motor Vehicle Violation	F	73	36	2	0	7	118	12	106	118
Other Motor Vehicle Violation	M	146	51	1	1	33	232	33	199	232
Safe Movement Violation	F	61	34	0	0	4	99	5	94	99
Safe Movement Violation	M	124	43	1	0	13	181	23	158	181
Seat Belt Violation	F	10	3	0	1	0	14	3	11	14
Seat Belt Violation	М	21	8	2	0	4	35	8	27	35
Speed Limit Violation	F	105	45	0	0	3	153	8	145	153
Speed Limit Violation	M	161	52	2	4	19	238	30	208	238
Stop Light/Sign Violation	F	23	9	0	1	2	35	3	32	35
Stop Light/Sign Violation	M	40	14	0	2	1	57	4	53	57
Vehicle Equipment Violation	F	118	47	0	0	7	172	15	157	172
Vehicle Equipment Violation	М	246	85	0	5	27	363	50	313	363
Vehicle Regulatory Violation	F	975	472	13	3	51	1514	73	1441	1514
Vehicle Regulatory Violation	М	1553	608	12	21	120	2314	169	2145	2314
FemaleTotal	F	1408	666	15	6	91	2186	148	2038	2186
MaleTotal	M	2375	905	19	33	262	3594	381	3213	3594
Total	Α	3783	1571	34	39	353	5780	529	5251	5780
Total		65%	27%	1%	1%	6%	100%	9%	91%	100%

Bias-Based Profiling Analysis

Criminal profiling is not new to law enforcement or to the citizens we serve. In fact, it is one of the oldest tools known to law enforcement. The negative stigma attached to criminal profiling is not due to the action of profiling but rather, when personal bias becomes the main focus of the action, known as bias-based profiling. Criminal profiling is a legitimate investigative instrument; however, the practice of bias-based profiling, basing a law enforcement investigation solely on race, gender, religion, physical attribute, or belief is not.

The License and Theft Bureau is committed to unbiased policing and states unequivocally, that law enforcement activities that are the result of biased-based profiling are not condoned, are unacceptable, and will not be tolerated by our members. Biased-based profiling is unethical and illegal, and fosters distrust of law enforcement agencies by the citizens we serve. All Bureau members receive training annually to educate and address any issues of bias-based profiling.

It is the policy of the License and Theft Bureau to protect the fundamental rights of all citizens to equal protection under the law and to be free from unreasonable searches and seizures, as provided in the U.S. Constitution.

Service Population by Race

Race	Population	Percent
White	6,966,432	72%
Black or African American	2,121,228	22%
Native American	149,520	2%
Asian	225,631	2%
Other	193,590	2%
Total	9,656,401	100%

Service Population by Ethnicity

Ethnicity	Population	Percent
Hispanic	832,405	9%
Non-Hispanic	8,823,996	91%

Service Population by Gender

Gender	Population	Percent
Male	4,703,722	49%
Female	4,952,679	51%

Agency Traffic Stops Compared to Service Population

Race	2011 Service Population	2012 Traffic Stop Statistics	% of Service Population	% of Traffic Stops	% Difference
White	6,966,432	3,783	72.1%	65.4%	-6.7%
Black	2,121,228	1571	22.0%	27.2%	5.2%
Native American	149,520	34	1.5%	0.6%	-1.0%
Asian	225,631	39	2.3%	0.7%	-1.7%
Other	193,590	353	2.0%	6.1%	4.0%
Total	9,656,401	5,780			
Ethnicity	2011 Service Population	2012 Traffic Stop Statistics	% of Service Population	% of Traffic Stops	% Difference
Hispanic	832,405	529	9%	9%	0%
Non-Hispanic	8,823,996	5,251	91%	91%	0%
Total	9,656,401	5,780			

A review of agency data indicates the License and Theft Bureau has not had nor participated in any bias-based profiling. A variance of 5% exists between black population data and the total number of stops among black motorists, most likely due to an increase in enforcement of vehicle regulatory violations. A primary area of enforcement for the Agency, this area of enforcement increased among all races. This disproportionately affected black population totals; however, it was not the result of bias based profiling. To disregard a mission critical area of enforcement is a dereliction of duty and a safety hazard to the traveling public. Additionally, the overall number of citations issued for both white and black persons is comparable, with 86% of white motorists receiving a citation and 87% of black motorists receiving citations.

There was one citizen complaint of bias based profiling; however, the Office of Professional Standards investigated the complaint and determined the allegation to be unfounded. Based upon this analysis, no changes to our operating procedure are recommended at this time.

Conclusion "The Road Ahead"

This report represents an overview of the organization and the activities of the North Carolina License and Theft Bureau during the 2012 calendar year. These activities are the culmination of administrative changes that are necessary to attain both long-term and short-term goals, previously noted in the agency overview. These changes are in response to external environmental factors that challenge the Bureau's ability to attain desired goals.

Recognizing that external factors will greatly affect how the Bureau operates, it is equally important to understand the relevance of this annual report in gauging the overall success of the agency. Success or failure cannot be accurately measured simply by the observance of statistical increases or decreases. Rather, gauges of success or failure are best realized in context with the agency's overall goals reflected by the external challenges imposed upon it. It is the purpose of this annual report to provide management with the tools necessary to evaluate its ability to attain stated goals utilizing its current methods of operation.

The Bureau's proactive approach to meeting its goals will enable the agency to better fulfill its mission and to better serve North Carolinians. The Bureau has worked more closely with local, state and federal agencies to combat the negative effects that result from identity and vehicle title fraud. Collaboration with the Attorney General's Office has already proven beneficial to consumers who are seeking the appropriate court action to obtain their titles.

As expected in the previous annual report, an increase in the recognition of fraudulent identities has occurred and likely explains the increase in the arrest activity. The use of facial recognition technology has enabled the Bureau to decrease driver license fraud through the reduction in issuance of fictitious driver licenses and it has further enabled the Agency to assist federal, state, and local law enforcement agencies in the identification of suspects, victims and witnesses in cases that would otherwise be unsolvable.

Within the last few years, the License and Theft Bureau implemented a new applicant testing program and promotional assessment center designed to evaluate applicants' knowledge of job duties as they relate to the position. As expected, these procedural changes to promotional assessments have contributed to the decrease in the number of grievances filed, as observed on page 13. These changes have provided more uniformity to the process and resulted in a more competitive, diverse applicant pool. It is management's belief that this testing program will better enable the Bureau to recruit, hire and promote the most qualified personnel, a key objective to meeting its goals.

Additionally, the Bureau observed an overall increase in the number of minority applications received in 2012, a positive reflection upon increased recruitment efforts of the past year. Nearly all categories saw an increase, with female applications increasing by more than fourteen percent overall. Similarly, other minority categories observed increases, with Asian Female and Hispanic Female categories noting the largest increases at 100% and 130%, respectively.

In addition to the above changes, the Bureau observed an overall decrease in the number of internal investigations, down 10% from 2011 and down 18% from 2010. Bureau management will continue to monitor these numbers to ensure that corrective action will be taken, if necessary; however, no further action is required at this time.

The Bureau continues to look for more efficient and innovative ways to fulfill its mission in an ever-changing environment. The successful collaboration between Bureau personnel and other agencies is testament to the value of teamwork, training and the proficient use of available technology. Additionally, the Bureau's willingness to embrace new technologies will better enable the agency to fulfill its legal mandate, assist other law enforcement agencies, and better protect the citizens it serves. The onslaught of challenges will continue to affect the agency's operations, yet the Bureau's commitment to excellence will move the agency in a positive direction.